

Housing Application Guide

Highland Housing Register



This guide is to help you fill in your application form for Highland Housing Register. It also gives you some information about social rented housing in Highland, as well as where to find out more information if you need it.

This form is available in other formats such as audio tape, CD, Braille, and in large print. It can also be made available in other languages.

The Highland Housing Register



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Please fill your application for accessible housing in BLACK INK and BLOCK CAPITALS

What does this guide tell me?

- What to do to register and maintain your application for housing.
- What proof you need to provide so we can process your application.
- Further information relevant to how we process and assess your application.
- Where social rented housing is available in Highland.
- Where to find information about your prospect of social housing in Highland.
- What to do if you don't agree with our assessment of your application.
- How to make a complaint or a suggestion, or become involved in improving our service.



1. About Highland Housing Register

What is Highland Housing Register?

Highland Housing Register is a register for people who are applying for social rented housing in Highland.

The register holds information about your 'housing need' based on the information you provide about your housing circumstances in your application.

Highland Housing Register uses this information to award housing priority points for any social rented housing that becomes available.

We can also use this information to help you access other suitable types of housing options.

What is social rented housing?

This is housing that is for rent from a registered social landlord. The registered social landlords that take part in the Highland Housing Register are:

- The Highland Council
- Albyn Housing Society
- Cairn Housing Association
- Lochaber Housing Association
- Caledonia Housing Association
- Lochalsh & Skye Housing Association
- Castle Rock Edinvar Housing Association Ltd

These landlords have around 21,000 social rented properties in their ownership or management in Highland. Around 1,800 of these properties become available each year.

Not everyone applying for social rented housing will be successful. Your prospects will depend on the supply and demand of social housing in the community where you would like to live.

Information about the location of social housing in Highland is on page 12.

We will give you some information to help you understand your prospect of social rented housing when you apply. We can also tell you how to find this information on our websites.



Can Highland Housing Register help me with any other housing options?

We can provide you with advice and information about some housing options, such as private rented options or adaptations to help you remain in your own home.

With other options, such as mid-market rented options, or low cost home ownership, we can signpost or assist you with applications to these providers. In some cases, Highland Housing Register has arrangements to help allocate these types of options.



2. About Highland House Exchange

Tenants of Highland Housing Register landlords can swap their tenancy with other social housing tenants. You can find houses to swap with by registering for FREE with Highland House Exchange:

www.hIGHLAND.houseexchange.org.uk



3. Contact the Housing Option Team

If you are homeless, at risk of becoming homeless, or would like some advice on the security of your home, contact The Highland Council's Homeless Prevention Team at: **housing.options@highland.gov.uk** or by telephone on **01349 886602**.



4. Other social, affordable and supported housing providers in Highland

There are other social housing providers in Highland. You can make enquiries and apply directly to these organisations as they have their own housing registers and assessment systems.

In some cases, these providers ask for 'nominations' from Highland Housing Register. This means they ask for details of people that are suitable for their accommodation. So it is in your interest to make sure you fill in a Highland Housing Register form too, if you are applying to them:

ABBAYFIELD SCOTLAND LTD

14 New Mart Road, Edinburgh, EH14 1RL

Phone: 0131 225 7801

Fax: 0131 225 7606

Email: info@abbeyfield-scotland.com

www.abbeyfield-scotland.com/index.php

Type of Housing: Sheltered

BLACKWOOD HOMES

North Regional Office, 23 Raeden Court,

Midstocket Road, Aberdeen, AB15 5PF

Phone: 01224 326 331

Fax: 01224 327 414

Email: info@mbha.org.uk

www.mbha.org.uk

Type of Housing: Accessible housing for people with physical disabilities.

BIRCHWOOD HIGHLAND

5 Wells Street, Inverness, IV3 5JT

Phone: (01463) 236507

Fax: (01463) 236522

Email: info@birchwoodhighland.org.uk

www.birchwoodhighland.org.uk

Type of Housing: Supported housing for people with mental health issues.

HANOVER (SCOTLAND) HOUSING ASSOCIATION

12 Institution Road, Elgin, Moray, IV30 1QX

Phone: (01343) 548585

Fax: (01343) 549519

Email: northinfo@hsha.org.uk

www.hsha.org.uk

Type of Housing: General Needs - Amenity - Sheltered.

KEY HOUSING ASSOCIATION

Savoy Tower, 77 Renfrew Street,

Glasgow G2 3BZ

Phone: 0141 332 6672

Fax: 0141 332 7498

Email: info@keyhousing.org

www.keyhousing.org

Type of Housing: Supported housing for people with learning disabilities.

LINK HOUSING ASSOCIATION

Link Housing Customer Service Centre,

Watling House, Callandar Business Park,

Falkirk, FK1 1XR

Phone: 08451 400 100

Email: csc@linkhaltld.co.uk

www.linkhousing.co.uk

Type of Housing: General Needs

TRUST HOUSING ASSOCIATION

12 New Mart Road, Edinburgh, EH14 1RL

Phone: (0131) 444 1200

Fax: (0131) 444 4949

Email: info@trustha.org.uk

www.trustha.org.uk

Type of Housing: Sheltered - Very Sheltered - Amenity - Shared Ownership.



5. Paying Rent

Rent payments

When you move to your new property, you must pay rent. We can assist you and give you advice on choosing the best method for paying your rent based on your circumstances.

We offer a range of payment methods including;

- Direct Debit
- Online or Telephone payments
- At any service point
- At any PayPoint outlet (including Post Offices)
- Bank Credit Transfer, Tele-banking or Standing Order
- Payments by credit card will incur a 2 per cent charge.

If you think you will struggle to pay your rent, please contact any HHR office noted on the back of this booklet.

You may wish to contact the Council's Welfare Support team on **0800 090 1004** for advice on Universal Credit Housing Element or Housing Benefit as well as other welfare benefits.

You can also find more information on our website at highland.gov.uk/welfaresupport

You can also get advice and information from your local Citizen's Advice Bureau or local advice agency. You can find your nearest CAB on **0800 028 1456** or visit <https://www.cas.org.uk/bureaux>



6. Proof - what and why

In the housing application we have used this icon to show when we need proof of your circumstances. This section lists all the places in the application where we have shown this icon, and tells you why we need to have this information to process your application.



You can provide us with any requested documents:

- At your nearest Service Point or Landlord Office (see details at the end of this guidance)
- By post or email (see details at the end of this guidance)
- By uploading evidence on the Highland Council website: www.highland.gov.uk/applyforhouse

We will retain a copy of everything you give us. Original documents will be returned to you.



Proof of identity

We need proof of all people who will reside with you. We need this proof as this affects the house size you will be eligible for. You will need to send us one of the following original documents, not a photocopy:

- | | |
|-------------------|---------------------|
| ✓ Passport | ✓ Birth certificate |
| ✓ Driving license | ✓ National ID card |

If you have recently moved and do not yet have documents with your new address, send them as soon as you can.



Proof of address

We need proof of your address to confirm where you live. We will also use this information to consider you for Need to Reside Points. We accept the following proofs:

- Bank or Building Society Statement;
- Utility Bill;
- Council Tax statement or correspondence;
- Department of Works and Pensions (DWP) correspondence;
- GP or Hospital correspondence; or
- Inland Revenue correspondence.

Any proof of current address must be dated within the last three months.



Pregnancy

We need proof of pregnancy as this affects the house size you will be eligible for. It can also affect the level of priority your application is awarded for overcrowding or homelessness points. You need to send us an original document, not a photocopy, such as:

- ✓ Correspondence to you from your Health Visitor or similar confirming the pregnancy.
- ✓ Copy of MATB1 or Care Plan with EDD and your details



Overnight access to children

We need proof of overnight access arrangements of a child you are not primary carer for if you want to be considered for an extra bedroom.. The policy is that you will only be entitled to one extra bedroom for children you have access to, regardless of how many children you have access to. Please note it must be regular and set access arrangement.

Evidence can be a letter from the parent who is the primary carer. We may contact a health visitor or school if we need to confirm arrangement. If you cannot confirm arrangement through the parent who is the primary carer, you can:

- ✓ Provide a letter from your child's school or health visitor; or
- ✓ Provide court documents confirming access arrangement.



Current/Previous Home ownership

Before we can consider a current or previous homeowner for allocation, we need proof of any property you own (or have previously owned in the past 3 years) in Scotland, the rest of the UK or abroad.

If you advise that you own a home and are unable to enter and live in the property, we require proof of the reason why.

If you have sold a property in the past 3 years, we require proof the sale, evidence of any funds secured through the sale. If you no longer have access to these funds, we will require proof what you used these funds for.



Poor house condition

Tenants of Highland Housing Register landlords, or any other local authority or housing association are not eligible for points under this category. This is because the property standards of social rented housing are well regulated, with arrangements for reporting repairs and defects as well as complaints procedures when you are dis-satisfied.

We need proof of poor housing condition before we can consider you for this points award. Other information about your rights as a private rented tenant are included on page 9.

For private tenants and owners who answer yes to any of the questions regarding property defects, we will have to verify this information. We will arrange for an inspection to be carried out by appropriate technical officers from The Highland Council.

If you live in another local authority, we will require that you provide proof on an inspection by the local authority where you live.



Risk of homelessness

If you tell us on your form that you have had Notice to Leave or Notice to Quit your current home, we will need proof to be able to check your rights and assess the need to refer you to the Homeless Prevention Team.

If you are a private sector tenant, including tied accommodation, you will need to supply the eviction document your landlord has given you. This may include:

- ✓ Your AT5
- ✓ Your AT6
- ✓ Section 33 Notice
- ✓ Notice to Quit or Notice to Leave

Please also provide your tenancy agreement.

If you have no written tenancy agreement but have been paying rent, your landlord is still required to serve a legal notice.

If you are an owner occupier and your lender is seeking to re-possess the property, we will need to have a copy of all relevant correspondence.

If you are leaving the armed forces, we will need to have a copy of your discharge papers.



Harassment

If you tell us that you are being harassed at your home, then we will ask for some evidence of the incident(s) from any agency that has been involved in enforcement action against the perpetrator or in supporting you, or advocating for you.

We will also seek guidance on risk assessments from relevant agencies. This could include the police, victim support and health and social care service.



Care and support

If you tell us on your form that any of the following statements about Care and Support apply to your circumstances, we will require evidence to confirm what you tell us before we can award priority points to your application.

- ✓ I need to leave the residential, care or supported accommodation I currently live in as I am ready for independent living;
- ✓ I am a Through Care After Care young person and I am ready for a tenancy
- ✓ I need to move to receive care from a friend or relative to enable independent living.

Having Care or Support needs will not guarantee that you will get an award of points in this category. Instead, we need to confirm that you need to leave the residential, care or supported accommodation you currently live in as you are ready for independent living.

You will also be considered for priority points in this category if the following apply to you:

- ✓ I have been approved or seeking approval as a permanent foster carer or adoptive parents but cannot have the child or children in my care until I obtain a property with the required number of bedrooms
- ✓ I am a kinship carer, but my property is unsuitable for reasons relating to my caring responsibility. I need to move to provide care to a friend or relative to enable them to live independently.



Employment details

If you work in the Highlands or have an offer of employment in the Highlands, please tell us on your application. We also need to know where your place of work is or will be.

You will need to provide proof of your employment or offer of employment.

You may be awarded Need to Reside points if you are looking to live in the same area where you work or have an offer of work in. Some employment like seasonal work may not qualify for Need to Reside points.

Identifying yourself and providing evidence of employment as a keyworker does not automatically mean you will be placed in the keyworker category. All evidence will be objectively assessed by the Housing team. We will confirm whether your role meets the definition of a keyworker before updating your application.



Anti-Social Behaviour

If you tell us that you or a member of your household has been investigated or evicted for anti-social behaviour, we will need information from you about when and where this was, as this will affect your housing application.

We will consult with the relevant agencies and clarify any potential risk issues, for example, are there any locations where it might be unsuitable for you to be housed?



Nationality

If you are not a UK or Irish citizen, we need to see your passport and any other documents to satisfy us that you are entitled to for social housing. Depending on your immigration status, different proof is required (i.e. Settlement Status or biometric card).

You can find useful immigration information at Shelter and Citizen Advice Scotland website: www.scotland.shelter.org.uk and www.citizensadvice.org.uk/scotland



7. Extra information that is helpful to your application

In the housing application we have used this icon 'please refer to guide' to show when there is other relevant information to help fill in your form, or that might be helpful for understanding how we deal with applications.

This section lists all the places in the application where we have shown this icon, and gives you some extra information, or refers you to another page in the booklet where the information is provided.



Previous addresses

We ask for details about your previous addresses so that we can understand more about the history of your housing circumstances.

If you have had any social housing tenancies, we will check your former tenancy history with your former landlord. Having former tenant rent arrears, or outstanding charges for repairs can affect your application. Your application can be suspended if you have not made or maintained an arrangement to pay any housing debt from your previous tenancies.

If you have been a homeowner in the past, we may wish to know why the property is no longer available to you for occupation, and what, if any, capital there was from a market sale.



Poor house condition

The Repairing Standard – information for private tenants

We can provide information and advice to private tenants about their rights in relation to the Repairing Standard. If you would like this information, please advise your local office.

You can also get information about The Repairing Standard that applies to private rented properties, here:

Shelter: Who is responsible for repairs?
Scotland www.bit.ly/ShelterScotland-Repairs

When you apply, we also check with the Landlord Registration Scheme in Highland to make sure that your landlord is registered with this national scheme. If your landlord is not registered, we make the Landlord Registration Scheme aware that your landlord is operating without the necessary registration.

Scheme of Assistance – information for private owners

We can provide information and advice to private owners about the Scheme of Assistance if their house is in disrepair. This scheme offers means tested financial support to owners to enable them to continue living in their own home.

You can get information about The Highland Council Scheme of Assistance here:

www.highland.gov.uk/private-home-repairs

or more general information here:

Shelter: Assistance to help pay for repairs
Scotland www.bit.ly/ShelterScotland-SchemeOfAssistance



Domestic Abuse

What is Domestic Abuse?

Domestic Abuse can be perpetrated by partners or ex partners. Domestic Abuse is a general term used to describe a range of 'behaviours'. The type of behaviours include:

- **Physical abuse** - such as assault, putting a person in danger, pushing, slapping, hair pulling, kicking or punching.
- **Emotional and verbal abuse** - such as threats, name calling, blame, ridicule, intimidation, being ignored, racial abuse, withholding money and other types of controlling behaviour such as isolation from family and friends.
- **Sexual abuse and coercion** - which could include pressurising someone into having sex, taking photos without consent and posting these on websites, to other sexual acts which humiliate or degrade including rape.
- **Financial abuse** - such as controlling your money, telling you how to spend your money, stopping you from working, taking debt out in your name, withholding their money towards bills or child maintenance.
- **Digital abuse** - watching your social media accounts in a controlling or accusative manner, sending online abuse, tracking your movements, online harassment, sending explicit pictures or messages and demanding you do the same, threaten to share private images with the public, family or friends.

Domestic Abuse has no boundaries in terms of age, race, religion, sexual orientation, wealth or geography.

Why is this question being asked in the Housing Application?

Highland Housing Register wants households who are experiencing domestic abuse to know that housing services are available and accessible to them, and that every effort will be made to make their existing home safe if, or to support access to alternative housing. Further information about Domestic Abuse and Housing is available at this link:

www.highland.gov.uk/info/1400/domestic_violence/235/domestic_abuse

If you do not have access to online information, then please ask a Housing Officer to download this information for you.



Harassment

Further information about how we deal with situations of harassment is included earlier in this booklet on page 6.



Care and support

Further information about how we deal with situations of care and support is included earlier in this booklet on page 6.



Accessible Housing

If you, or anyone who is going to be housed with you, have any physical or mental health conditions, make sure to tell us. Your application may be eligible for Accessible Housing points if your property or location is making your health or the health of anyone who is going to be housed with you worse or stopping you from doing day to day essential tasks.

The information you provide will also help us decide what type of property best meets your households needs.

If a housing officer believes you might be eligible for Accessible Housing points or require a specific housing type, you will be asked to complete an Accessible Housing Form. You will only be asked to complete an Accessible Housing Form if you meet our criteria for Accessible Housing Points. To be eligible you, or anyone who is going to be housed with you, must have a:

- **Long-term** physical or mental health issue or medical condition;
- **And** your current housing is unsuitable because it is making your health worse;
- **And** it cannot be made suitable (e.g. by being adapted, or by providing relevant services, or by resolving your issue);
- **And so**, you need to move to a property of a different type, amenity or location to improve your ability to carry out essential day to day tasks.

You must provide evidence of your health conditions or the health conditions of anyone who is going to be housed with you. This evidence should be from medical professionals (e.g. specialist nurses, physiotherapists, occupational therapists, community nurses, CPN's). You should avoid requesting a 'supporting' letter from your GP. Documents can include:

- ✓ Results letters from clinics
- ✓ A recent prescription form
- ✓ Health Professionals correspondence with their professional opinion relating to your housing situation
- ✓ A treatment or condition management plan

Occupational Therapist assessment

An NHS Occupational Therapist will assess the information you provide and any information found about you on the NHS database systems.

The focus of our assessment is not on the health issue itself, but on the way your home affects your health or the health of anyone being housed with you. You will not receive Accessible Housing points if for example, your home is suitably adapted to meet your /their needs or you/they can reasonably access health or other essential facilities.

In these circumstances, we may still recommend a special design features or adaptations for any future offer of housing you may receive.

Property recommendations

If you need an accessible properties or design features to meet your households particular health- related needs, these will be recommended. This includes ground floor, level-access, single story or bungalow style properties. It also includes design features such as level-access showers.

If you need to move so you can more easily access medical or other essential services in order to improve health outcomes, then this will be recommended. This recommendation may not be to a specific location but rather to any location that allows easier access to medical or other essential services.

You need to complete a separate Accessible Housing form per person. Only one set of Accessible Housing points can be awarded. These are based on the person in the household with the greatest need.



Housing choices – location

On page 17 of the application form you are asked to list up to ten choices of town or village that you would prefer to live in.

The next few pages shows the list of all the towns and villages in Highland where there is a supply of social rented housing.

Write the name and the code of the towns or villages you want, in your application form. You will be considered equally for all your choices.

If you would like information about the demand and availability of social housing in these towns and villages, you can ask a member of staff for 'Prospects' information, or you can check the 'Prospects' information yourself at this link:

www.highland.gov.uk/applyforhouse

If you are unfamiliar with Highland, we recommend using Google Maps before selecting an area. Some areas in Highland are extremely remote.



Where social housing is available in the Highlands

Caithness and Sutherland

Letting Zone - **WEST CAITHNESS** - ZCA10

Town/Village	Code	Town/Village	Code	Town/Village	Code	Town/Village	Code
Barrock	B06	Bower	B13	Castletown	C09	Dunnet	D12
Durran	D16	Forss	F03	Geise	G03	Glengolly	G09
Gillock	G04	Halkirk	H01	Janetstown	J01	Mey	M06
Murkle	M11	Reay	R03	Scarfskerry	S01	Scrabster	S02
Shebster	S04	Spittal	S12	Thurso	T04	Westfield	W03
Weydale	W04						

Caithness and Sutherland

Letting Zone - **EAST CAITHNESS** - ZCA20

Town/Village	Code	Town/Village	Code	Town/Village	Code	Town/Village	Code
Ackergill	A07	Auckengill	A18	Canisbay	C02	Clyth	C11
Dunbeath	D11	Haster	H02	John O'Groats	J02	Keiss	K01
Latheron	L03	Lyth	L14	Latheronwheel	L04	Lybster	L13
Milton	M07	Occumster	O01	Papigoe	P01	Reiss	R04
Staxigoe	S14	Thrumster	T03	Ulbster	U02	Watten	W02
Wick	W06	Wick-Pulteney	W07				

Caithness and Sutherland

Letting Zone - **NORTH WEST SUTHERLAND** - ZSU10

Town/Village	Code	Town/Village	Code	Town/Village	Code	Town/Village	Code
Altnaharra	A09	Bettyhill	B08	Drumbeg	D08	Durness	D14
Kinlochbervie	K08	Kylesku	K17	Lochinver	L10	Melness	M04
Melvich	M05	Portskerra	P08	Rhiconich	R05	Scourie	S03
Skerray	S08	Stoer	S16	Strathy	S18	Tongue	T06

Caithness and Sutherland

Letting Zone - **EAST SUTHERLAND** - ZSU20

Town/Village	Code	Town/Village	Code	Town/Village	Code	Town/Village	Code
Ardgay	A12	Bonar Bridge	B12	Brora	B16	Camore	C01
Dornoch	D05	Edderton	E01	Embo	E04	Golspie	G12
Helmsdale	H03	Inveran	I02	Kinbrace	K00	Lairg	L02
Loth	L12	Oykel Bridge	O05	Portgower	P05	Rogart	R06
Rosehall	R07						

Skye, Ross and Cromarty

Letting Zone - **TAIN & SURROUNDING AREA** - ZRC10

Town/Village	Code	Town/Village	Code	Town/Village	Code
Balintore/Hilton	B02	Tain	T01	Seaboard Villages	S05

Skye, Ross and Cromarty

Letting Zone - **ALNESS/INVERGORDON & SURROUNDING AREA** - ZRC20

Town/Village	Code	Town/Village	Code	Town/Village	Code	Town/Village	Code
Alness	A08	Ardross	A14	Evanton	E05	Invergordon	I06
Milton	M08						

Skye, Ross and Cromarty

Letting Zone - **MID ROSS** - ZRC30

Town/Village	Code	Town/Village	Code	Town/Village	Code	Town/Village	Code
Conon Bridge	C12	Contin	C13	Dingwall	D03	Garve	G02
Marybank	M02	Maryburgh	M03	Muir of Ord	M10	Strathpeffer	S17

Skye, Ross and Cromarty

Letting Zone - **BLACK ISLE** - ZRC40

Town/Village	Code	Town/Village	Code	Town/Village	Code
Black Isle	B09	Cromarty	C16	North Kessock	No4

Skye, Ross and Cromarty
Letting Zone - **ULLAPOOL** - ZRC50

Town/Village	Code	Town/Village	Code	Town/Village	Code
Achiltibuie	A04	Badcaul	B01	Ullapool	U03

Skye, Ross and Cromarty
Letting Zone - **GAIRLOCH & SURROUNDING AREA** - ZRC60

Town/Village	Code	Town/Village	Code	Town/Village	Code	Town/Village	Code
Aultbea	A21	Gairloch	G01	Inverasdale	I03	Poolewe	P04

Skye, Ross and Cromarty
Letting Zone - **LOCHCARRON & SURROUNDING AREA** - ZRC70

Town/Village	Code	Town/Village	Code	Town/Village	Code
Achnasheen	A06	Applecross	A10	Kinlochewe	K09
Lochcarron	L09	Shieldaig	S06	Torridon	T09

Skye, Ross and Cromarty
Letting Zone - **NORTH WEST SKYE & RAASAY** - ZLS10

Town/Village	Code	Town/Village	Code	Town/Village	Code	Town/Village	Code
Carbost	C05	Dunvegan	D13	Edinbane	E02	Glendale	G06
Isle of Raasay	I09	Kilmuir	K04	Orbost	O03	Portnalong	P06
Portree	P07	Skeabost Bridge	S07	Staffin	S15	Struan	S20
Uig	U01	Watnash	W01				

Skye, Ross and Cromarty
Letting Zone - **SOUTH SKYE** - ZLS20

Town/Village	Code	Town/Village	Code	Town/Village	Code	Town/Village	Code
Ardvasar	A15	Armadale	A17	Broadford	B14	Ferrindonald	F02
Kyleakin	K16	Teangue	T02				

Skye, Ross and Cromarty
Letting Zone - **LOCHALSH** - ZLS30

Town/Village	Code	Town/Village	Code	Town/Village	Code	Town/Village	Code
Achmore	A05	Auchtertyre	A19	Balmacara	B04	Dornie	D04
Duirinish	D09	Glenelg	G07	Glenshiel	G10	Inverinate	I07
Kyle	K15	Plockton	P03	Ratagan	R01		

Nairn, Badenoch & Strathspey and Lochaber

Letting Zone - **WEST LOCHABER** - ZL010

Town/Village	Code	Town/Village	Code	Town/Village	Code	Town/Village	Code
Arisaig	A16	Eigg	E03	Glenfinnan	G08	Kinlochiel	K10
Knoydart	K14	Lochailort	L07	Mallaig	M01	Morar	M09

Nairn, Badenoch & Strathspey and Lochaber

Letting Zone - **NORTH EAST LOCHABER** - ZL020

Town/Village	Code	Town/Village	Code	Town/Village	Code
Invergarry	I05	Roy Bridge	R08	Spean Bridge	S13

Nairn, Badenoch & Strathspey and Lochaber

Letting Zone - **PENINSULA LOCHABER** - ZL030

Town/Village	Code	Town/Village	Code	Town/Village	Code	Town/Village	Code
Achaphubuil	A01	Acharacle	A02	Ardgour	A13	Drimin	D07
Glenugie	G11	Kilchoan	K03	Lochaline	L08	Strontian	S19

Nairn, Badenoch & Strathspey and Lochaber

Letting Zone - **SOUTH LOCHABER** - ZL040

Town/Village	Code	Town/Village	Code	Town/Village	Code	Town/Village	Code
Ballachulish	B03	Duror	D15	Glencoe	G05	Kentallen	K02
Kinlochleven	K11	North Ballachulish	N03	Onich	O02		

Nairn, Badenoch & Strathspey and Lochaber

Letting Zone - **CENTRAL LOCHABER** - ZL050

Town/Village	Code	Town/Village	Code	Town/Village	Code	Town/Village	Code
Banavie	B05	Caol	C04	Claggan	C10	Corpach	C14
Fort William	F05	Inverlochy	I08	Lochyside	L11	Plantation	P02
Torlundy	T07	Upper Achintore	U05				

Nairn, Badenoch & Strathspey and Lochaber

Letting Zone - **AVIEMORE** - ZBC10

Town/Village	Code	Town/Village	Code	Town/Village	Code	Town/Village	Code
Aviemore	A22	Boat of Garten	B10	Carrbridge	C06	Kincraig	K06

Nairn, Badenoch & Strathspey and Lochaber

Letting Zone - **KINGUSSIE** - ZBC20

Town/Village	Code	Town/Village	Code	Town/Village	Code	Town/Village	Code
Dalwhinnie	D02	Kingussie	K07	Laggan	L01	Newtonmore	N02

Nairn, Badenoch & Strathspey and Lochaber

Letting Zone - **GRANTOWN** - ZBC30

Town/Village	Code	Town/Village	Code	Town/Village	Code	Town/Village	Code
Cromdale	C17	Dalnain Bridge	D10	Grantown on Spey	G13	Nethybridge	N01

Nairn, Badenoch & Strathspey and Lochaber

Letting Zone - **NAIRN** - ZNA10

Town/Village	Code	Town/Village	Code	Town/Village	Code	Town/Village	Code
Achareidh	A03	Boathpark	B11	Broadhill	B15	Cranloch	C15
Fraserpark	F06	Ordview	O04	Queenspark	Q01	Tradespark	T10
Nairn Central	N00						

Nairn, Badenoch & Strathspey and Lochaber

Letting Zone - **RURAL** - ZNA20

Town/Village	Code	Town/Village	Code
Auldearn	A20	Rural	R09

Inverness and Inverness-shire

Letting Zone - **BEAULY** - ZIN20

Town/Village	Code	Town/Village	Code	Town/Village	Code	Town/Village	Code
Beaully	B07	Cannich	C03	Kiltarlity	K05	Kirkhill	K13

Inverness and Inverness-shire

Letting Zone - **ARDERSIER & SURROUNDS** - ZIN10

Town/Village	Code	Town/Village	Code	Town/Village	Code	Town/Village	Code
Ardersier	A11	Croy	C18	Culloden	C19	Inshes	I01
Milton of Leys	M13	Smithton	S09	Tornagrain	T08		

Inverness and Inverness-shire

Letting Zone - **LOCH NESS & SURROUNDS** - ZIN30

Town/Village	Code	Town/Village	Code	Town/Village	Code
Fort Augustus	F04	Loch Ness North <i>Excl Cannich</i>	L05	Loch Ness South	L06

Inverness and Inverness-shire

Letting Zone - **TOMATIN** - ZIN40

Town/Village	Code	Town/Village	Code
Tomatin	T05	Farr	F01

Inverness and Inverness-shire

Letting Zone - **INVERNESS CITY** - ZIN50

Town/Village	Code	Town/Village	Code	Town/Village	Code
Carse	C07	Merkinch	M14	Central/ Crown/ Raigmore	C08
Dalneigh/ Springfield	D01	Hilton	H04	Kinmylies/ Muirtown	K12
Culcabock	M12	South Kessock	S10	Wester Inshes	W08



Sheltered housing

This self-contained accommodation (some with communal facilities) is for older people and younger disabled people to allow them to live independently. It is allocated to people who are:

- aged over 60 years who need and/or accept the need for the enhanced housing management (warden) service; OR
- assessed as needing the enhanced housing (warden) service: whether people with a disability, low level needs, or other community care needs.

In choosing this option, you are agreeing to pay the enhanced housing service charge - in addition to your rent charge. If you are eligible, this may be covered by benefits. If you have additional care and support, you will need arranged assistance separately, to help them live independently. The warden's role is to act as a point of contact and provide information / advice. They cannot give any personal, domestic or nursing care.

They may not be based in the scheme. Telecare services are available - you need 3 people (at least 2) as your responder contacts should you need help in an emergency.

For more information see: **www.highland.gov.uk** or speak to your local office.



Personal connection

On page 18 of the application you are asked to tell us if you have a personal connection with either The Highland Council, or any of the other HHR landlords.

We need to know if you:

- work for an HHR Organisation;
- are related to anyone who works for an HHR Organisation; or
- are a locally elected councillor, or board member of any of the HHR Organisations or related to someone who is.



Sexual offences

The Management of Offenders (Scotland) Act 2005 requires local authorities, police, Scottish Prison Service and the NHS to jointly establish arrangements for the assessment and the management of risks posed by sex and violent offenders.

The above agencies are considered the Responsible Authorities and have specific responsibilities under the legislation, other organisations, including housing providers have a Duty to Cooperate with these arrangements.

Sex offenders are managed through the Multi-Agency Public Protection Arrangements - known as MAPPA. This means that accommodation requires to be risk assessed before an offer can be made.

Further information is available at the following link:

www.highland.gov.uk/criminal-justice-services-5



Housing options

On page 20 of the application we ask you to tell us if you are interested in any other housing options.

Why are you asking me about my interest in other housing options?

- There are around 9,000 households registered on Highland Housing Register.
- There are around 1800 properties becoming available for rent each year.
- 1 in 5 households on the register will be housed each year.

What about the households who won't achieve a house through HHR?

We want to improve the information we provide about:

- opportunities to make your current home suitable for your needs, where possible;
- the availability of mutual exchanges, if you are already an HHR tenant;
- other types of rented options in the areas you would like to live;
- the availability of low cost home ownership in the areas you would like to live.

We can provide you with improved information on any other options you tell us you have an interest in.

We can also provide your details to housing developers if you let us. You have to 'tick' the marketing and advertising question in the declaration to let us do this.

This means we can improve your prospect of other housing options, where it is not reasonable to expect a social rented outcome.

Also on page 20 of the application we've asked for information about your household income and your employment status. The reason we've asked for this is so that we can make sure that we only give you information for options that are realistic for you, or provide your details to developers for options that you can reasonably expect to be eligible for.

continues overleaf

Here are descriptions of the housing options listed in the application form:

- **Mutual Exchanges:**

Tenants of social rented housing have the right to 'swap' their house with other social rented tenants, with their landlord's permission. Highland Housing Register has made it easier for tenants to do this by offering a free online service at:

www.hIGHLAND.houseexchange.org.uk

- **Shared Ownership:**

Shared ownership schemes aim to help people who are otherwise unable to buy a suitable home to become home owners. Through a shared ownership scheme, you can buy a 25 percent, 50 percent or 75 percent share in a house or flat owned by the housing association, usually in a new build development. You'll then pay a reduced 'rent', called an occupancy payment, for the part of the home that you don't own. The total monthly cost of your mortgage repayments and occupancy payment should come to less than the repayments on a mortgage for the whole property.

After the first year, you will have the option to purchase further shares (although you don't have to) until eventually you own the whole home outright.

- **'New Supply' Shared Equity:**

The New Supply Shared Equity scheme is aimed at helping people on low incomes who want to own their own homes but who can't afford to pay the full price. While it is mainly targeted at first time buyers, it can also help others whose circumstances have changed, such as people affected by relationship breakdown. The scheme has been designed flexibly so that it can also be used to assist disabled people and older people who live in housing not suited to their needs.

- **Renting Privately:**

This is renting a property at a market rent. Renting privately can be a good solution, but there are a number of things that you need to think through: cost, location & transport, general condition of the property, condition of furniture and fittings, safety, energy efficiency, and the landlord. Shelter Scotland provides good guidance on renting privately.

- **Mid-Market Renting:**

This is also known as '**intermediate**' renting. This is a new form of affordable housing. It allows tenants to pay rent levels below the normal market rent level in their area, although rents are higher than what a tenant would normally expect to pay in social housing. Starting rents are set at around 84 percent of the March 2011 Local Housing Allowance rate. There have been some mid-market rented properties developed in Highland.

- **Rural Home Ownership Grant:**

RHOGS are available to help first time buyers in rural areas to buy or build their own homes. The grants are designed to fill the gap between the maximum mortgage you can get and the cost of a reasonable first home. Grants usually range from £10,000-£20,000 and, on average, amount to around 30 percent of the total cost of buying or building the home. Grants won't make up more than 33 percent of the total building and land costs.

Help with Repairs, Improvements and Adaptations - home owners, private renters, shared equity or shared ownership owners:

If you need to carry out repair, improvement or adaptation work to remain in your home, you may be able to get some help from the Council.

The Highland Council Scheme of Assistance

Can offer assistance with adapting your home to make it more suitable for someone who has been adversely affected by age, impairment, ill health, or traumatic injury. Can also offer assistance with repairing and improving your home.

The Highland Council Scheme of Assistance

The assistance available includes information and advice; signposting and referral to appropriate professionals; financial support and enhanced assistance for people aged over 65 or of any age with a disability.

Further information is available in 2 leaflets. Please ask a Housing Officer to download these for you, if you don't have online access.

Adaptations

www.highland.gov.uk/home-adaptations-and-aids

Repairs and Improvements

www.highland.gov.uk/private-home-repairs

Help with Repairs, Improvements and Adaptations - council tenants:

If you are a council tenant and getting your home adapted would help you to stay in your own home, we can help you apply for suitable adaptations. This usually involves a health and social care assessment. You can contact your local Housing and Property Office in the first instance - noted at the back of this booklet.

If significant adaptations to your home would help you to continue living safely and independently (e.g. an extension for a ground floor bedroom, a ground floor toilet, alterations to kitchen or bathroom), this can be considered.

Some small adaptations can be provided without a health and social care assessment, such as:

- ✓ hand rails (and other types of rails)
- ✓ internal door threshold ramps
- ✓ improved access and widened pathway to main entrance
- ✓ door entry intercom
- ✓ some ramps
- ✓ window opening equipment
- ✓ kitchen lever taps
- ✓ bathroom lever taps

Help with Repairs, Improvements and Adaptations - housing association tenants:

Please contact your own landlord about the arrangements they have in place. HHR landlords are noted on the back page of this booklet.



Statement and declaration

We cannot process your application unless you and your joint applicant sign the declaration and accept the conditions of application.

You can say 'No' or 'Yes' to our new marketing and advertising question.

What happens if I say Yes?

As well as holding your information on our register for social rented housing, we can also pass on your details to other housing developers and providers who have housing of the size and type you want, in areas that you are interested in.

What happens if I say No?

We cannot pass on your details.



8. What happens after you receive my application

Our target for inputting applications we receive is 5 days. It may take us longer to make your application live if you have not provided us with all the correct information we need.

Once we have assessed your application we will write to you to tell you:

- the size of house you are eligible for;
- the areas that you want to be considered for;
- what housing need categories you are eligible for; and
- what housing need points total you have.

This letter will also provide some 'prospects' information about the supply, demand and availability of social rented housing in the areas you want to live.



9. How do I appeal if I don't agree with how you have assessed my housing need

You should make sure to ask for a copy of the Highland Housing Register Allocations Policy.

You should contact the office who wrote to you, and explain why you disagree.

If you are not happy with their response, you can appeal to the Housing Manager of the office who processed your application.



10. Making a complaint

If you have a complaint about how your application has been managed or handled, you need to complain to the office which is managing your application. Any letters you receive from us will show which office that is.

Contact details for each of the HHR offices are on the back of this booklet.



Blank for your own notes



Blank for your own notes



Blank for your own notes



11. Contact the Highland Housing Register

The Highland Council - Area Housing and Property Offices

Alness: 5A River Wynd, Teaninich Industrial Estate, ALNESS, IV17 0PE

Email: housing.ross@highland.gov.uk

Dingwall: County Buildings, 84 High Street, Dingwall, IV15 9QN

Email: housing.ross@highland.gov.uk

Drummuie, Golspie: Drummuie, GOLSPIE, KW10 6TA

Email: housing.sutherland@highland.gov.uk

Fort William: Charles Kennedy Building, Achintore Road, FORT WILLIAM, PH33 6RQ

Email: housing.lochaber@highland.gov.uk

Inverness: Service Point, Town House, High Street, INVERNESS, IV1 1JJ

Email: housing.inverness@highland.gov.uk

Kingussie: Kingussie Courthouse, 36 High Street, KINGUSSIE PH21 1HR

Email: housing.badenoch@highland.gov.uk

Nairn: The Court House, High Street, NAIRN IV12 4AU

Email: housing.nairn@highland.gov.uk

Portree: Tigh-na-Sgire, Park Lane, PORTREE, IV51 9GP

Email: housing.skye@highland.gov.uk

Thurso: Rotterdam Street, THURSO, KW14 8AB

Email: housing.caithness@highland.gov.uk

Wick: Caithness House, Market Place, WICK, Caithness, KW1 4AB

Email: housing.caithness@highland.gov.uk

Telephone: 01349 886 602

Housing Associations

Albyn Housing Society Ltd

- Charity No: SCO27123

Head Office, 98-100 High Street, Invergordon, IV18 0DL

and

68 MacLennan Crescent, Inverness, IV3 8DN

Phone: 0300 323 0990

Email: hhr@albynhousing.org.uk

Cairn Housing Association Ltd

- Inverness Office

- Charity No: SCO16647

Cairn House, 30 Waterloo Place, Inverness, IV1 1NB

Phone: 0800 990 3405

Email: enquiries@cairnha.com

Cairn Housing Association Ltd

- Caithness Office

37-39 Traill Street, Thurso, KW14 8EG

Phone: 0800 990 3405

Email: enquiries@cairnha.com

Caledonia Housing Association Limited

- Charity No. SCO13988

5 South St Johns Place, Perth, PH1 5SU

Phone: 0800 678 1228

Email: info@caledoniaha.co.uk

Lochaber Housing Association Ltd

- Charity No: SCO30951

101 High Street, Fort William, PH33 6DG

Phone: 01397 702530

Email: info@lochaberhousing.org.uk

Lochalsh & Skye Housing Association Ltd

- Charity No: SCO38019

Morrison House, Bayfield, Portree,

Isle of Skye, IV51 9EW

Phone: 01478 612035

Email: housing@lsha.co.uk

